

QUALITY, ENVIRONMENT AND HEALTH POLICY AND WORK SAFETY DUE TO COVID-19

The basic principle and commitment of the company and the philosophy of each of its executives are its activities be characterized by full compliance with the legislation and the achievement of quality objectives set with the ultimate goal:

- customer satisfaction
- to avoid the spread of cases
- the correct handling of a possible or confirmed case.

The company is committed to the use of good environmental practices in its activities, to combine efficient service delivery with effective environmental protection and enforcement of Health and Safety Rules due to the COVID-19 pandemic. All activities are managed in such a way as to ensure the efficient use of natural and renewable resources and the maintenance of sustainable development. Compliance with all regulations and legislation, continuous efforts to Coronavirus infection is prevented both between customers and staff staff, is an integral part of its daily activities company.

To achieve the above, the Management of the company:

- has adopted **an integrated Management System (IMS)** in accordance with the International Standard **ISO 9001: 2015**, with Scope of Certification: **"TRAVEL AGENCY SERVICES"**.
- It is constantly reviewing and **improving** the features of its services, where it is feasibility, as well as the effectiveness of its processes in relation to quality and environment.
- Monitors, measures and evaluates **critical parameters** that affect Quality and Environmental Protection. It is committed to the continuous improvement and prevention of pollution by reducing the use of energy, water and chemicals in each of its processes. It also looks at use of the **most environmentally friendly forms** available.
- Sets practical and measurable quality goals at all levels. These goals are evaluated in terms of their degree of achievement **by the Senior Management of the Company**. Specific areas for environmental improvement are prioritized and expressed in annual measurable business objectives.
- Emphasizes all the rules related to **Health and Safety of Labor** and its performance in this area.
- Invests in the continuous training, information and **training** of its executives, in order to promote the Quality and the Protection of the Environment in each of their activities.
- Implements all applicable legal requirements related to **environmental obligations** of the company and has all the required licenses.

- **Through its main activity it reduces the disposal of solid waste and recycles increasing amounts of solid waste for recycling.**
- Has developed action plans and procedures for dealing with **emergencies, situations and disasters.**
- Has assessed the **environmental impact** of new, improvements and / or modifications it makes.
- **Encourages its suppliers** to provide environmentally friendly materials or services.
- Takes initiatives for **recycling**, for **environmental information**, for **new improved practices.**

Adopting the principle of continuous improvement, the company recognizes and rewards teamwork work as well as individual effort, invests in the person and respects the customer.

The company has implemented the necessary health protocols due to the COVID-19 pandemic.

Employees are trained in the use of PPE and the new health requirements.

For suppliers and partners **there is a strict recommendation to use PPE** to ensure of health.

The company is committed to the continuous improvement of the integrated Quality System and Safety at Work due to COVID-19 and this is notifiable to all Stakeholders.

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General manager

Perdikis Konstantinos